United States Patent [19]

Nakano et al.

[54] **CUSTOMER SERVICE SYSTEM FOR USE IN IC CARD SYSTEM**

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[57] **ABSTRACT**

A customer service system for use in an IC card system comprises a customer's IC card, a display, a display controller, and a customer's IC card read-write unit. The IC card includes an IC having a first memory for storing an ID number, a second memory for storing secret data, an interface for controlling the input and output of data to and from the IC card, a comparator for comparing the input data with the ID number, and a controller for controlling the first and second memories, interface and comparator. The display controller supplies the items of a predetermined service menu to the display, and also supplies necessary data to the display in accordance with the item of menu selected by the customer. The unit includes a loading section for loading the IC card, a key pad for inputting data necessary to select one of the items of the menu and to perform the data exchange between the IC card and the unit, an interface for controlling the input of data to the IC card and the output of data from the IC card or from the key pad, and a controller for controlling the loading section, key pad and interface in accordance with the item of menu selected by the customer. The system can offer specific services, in addition to the ordinary transaction services, by giving the customer access to the first or second memory in accordance with the selected item of the menu when the comparator produces a coincidence output.

9 Claims, 19 Drawing Sheets